



CONTINUOUS RECRUITMENT AGENCY PROMOTIONAL EXAMINATION
DEPARTMENT OF LABOR
LABOR DEPARTMENT ASSOCIATE COMMUNITY SERVICES
REPRESENTATIVE

ANNUAL \$49,149 SALARY: \$61,628	SALARY GROUP: SH 19*	APPLICATION CLOSING DATE: SEE BELOW	EXAM NO: 050240ACJR
ANNUAL \$54,194 SALARY: \$67,442	SALARY GROUP: SH 21*	*Please refer to the job spec for salary information. (Reissued with dates for 2011)	

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS: In the Department of Labor this class is accountable for performing specialized client services in the areas of adjudications, career development counseling, apprenticeship and/or job training programs or a specialized Operational Support function.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY CURRENT EMPLOYEE OF THE **DEPARTMENT OF LABOR** WHO HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE, SIX MONTHS SERVICE AT THE **DEPARTMENT OF LABOR** AND THE FOLLOWING EXPERIENCE AND TRAINING:**

GENERAL EXPERIENCE: Six years of technical level experience performing Job Service, Unemployment Insurance or Employment and Training functions.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) For State employees, one year of experience as a Labor Department Community Services Representative may be substituted for the General Experience.

SPECIAL REQUIREMENTS: (1) Incumbents in this class assigned to veterans program positions will be required to meet the qualifications set forth in Title 38, i.e. must be veterans, preferably disabled veterans, or other qualified, eligible persons. Any employee who bumps a Labor Department Associate Community Service Representative in a veterans program position must meet the eligibility requirements under Title 38. (2) Incumbents in this class may be required to speak a foreign language. (3) Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of a specialized area of Job Service, Unemployment Compensation or Employment and Training functions including pertinent laws, regulations, policies and procedures; knowledge of Job Service, Unemployment Compensation and Employment Training agency programs; knowledge of interviewing techniques and principles; knowledge of employment problems of special groups and behavioral problems hindering employment; interpersonal skills; oral and written communication skills; analytical skills; considerable ability to understand, apply and explain relevant laws, regulations, policies, programs and procedures; ability to establish cooperative relationships with staff, employers, diverse client population and the public; decision making ability; ability to use automated systems; ability to maintain good public relations; ability to lead teams; ability to create and maintain case management records.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION INSTRUCTIONS: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties as well as college degrees earned and current licenses and certifications. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS.** Your examination will only be scored if you meet the minimum experience and training requirements outlined above. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 (**Secure Fax #860-622-2840**). If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. Applications must be date stamped by DAS/Human Resources or postmarked by **APRIL 5, 2011 for the MAY 10, 2011 grading date; and by OCTOBER 4, 2011 for the NOVEMBER 9, 2011 grading date.** Applicants must meet the experience and training requirements by the closing date for the exam administration they are applying for. **A separate application form must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://www.das.state.ct.us/exam>) and at the Department of Labor.

****Employees in the unclassified service may be eligible to participate in promotional exams if they have previous permanent status in the classified service and have current status as a state employee.**

(revised October 26, 2010)

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.